



**DSHS MAA DISEASE  
MANAGEMENT PROGRAM  
FREQUENTLY ASKED  
QUESTIONS**

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**Disease Management (DM) is a new program offered by Washington State, DSHS Medical Assistance Administration.**

**This program provides nursing case management: education, support, a 24/7 toll-free help line and assistance finding health resources, including a medical home. DM case management is limited to persons with specific chronic illnesses who are receiving certain types of Medical Assistance.**

***Q. WHO IS ELIGIBLE FOR DISEASE MANAGEMENT ?***

1. "Fee-for-service" (SSI and SSI-related) clients with Asthma, Chronic Kidney Disease, Congestive Heart Failure, Diabetes and End Stage Renal Disease are eligible. TANF eligible individuals and children with asthma who have medical coupons but are not in the Healthy Options managed care program also qualify. In general, the DM program addresses the "categorically needy" and General Assistance Expedited (presumptive) Medicaid Disability (GAU-X) groups, who are not institutionalized, that is, in Skilled Nursing Facilities, or a State Hospital. General Assistance, Unemployed (GA-U) clients are not eligible at this time.
2. Clients who DO meet the basic eligibility requirements (See above.), but DO NOT have one of the medical conditions, are eligible for the "CareEnhance Nurse Advice Line" a 1-800 toll-free telephonic service operated by McKesson, one of the DM companies contracted by MAA. Eligible individuals will automatically receive a brochure and refrigerator magnet describing this program and how to use it.

**THE FOLLOWING ARE QUESTIONS THAT CLIENTS FREQUENTLY ASK:**

***Q. How do I know if I am eligible?***

1. Eligible clients receive a "yellow letter" from DSHS informing them that they are enrolled in the Disease Management program and that they will receive more information and a call from a nurse. **Clients** can call the Medical Assistance Customer Service Center (MACSC) if they have questions about the letter or the program (1-800-562-3022).
2. If a client has not received a letter, but has Congestive Heart Failure (CHF), Asthma, Diabetes or kidney disease and meets the other eligibility requirements they **MAY** be eligible for the Disease Management Program. They should call the DM contractor to find out:
  - McKesson: (Adults with CHF or Diabetes, Adults or Children with Asthma) at: 1-800 444-0125) or
  - Renaissance: (Adults with End Stage Renal Disease or Chronic Kidney Disease) at 1-866-287-3625.

***Q. What is this program that I received a yellow letter about?***

A. You received a letter because you are eligible for a new DSHS Disease Management program that will help you with your (diabetes, asthma, heart or kidney problems). This program does not cost you any money. It does NOT take the place of your doctor or provider or change your other Medicaid Benefits.

***Q. Is this like managed care?***

A. DM is not a "Health Plan". It is a service helps you understand your condition and what to do. It does not take the place of your doctor. It helps you with the treatment plan that your doctor has recommended, or to find a provider if you don't have a steady one. It doesn't change any care you get now.

***Q. Why do I need this? I have a doctor!***

A. The program works **WITH** your doctor. It helps you and your doctor because it helps you understand your condition and what you are supposed to do to stay healthy. The nurses are there to answer any health questions or help with problems that interfere with your health care.

***Q. If I say no, will it cause me any problems with my medical benefit?***

A. This is a voluntary program. You can call the DSHS hotline (1-800-562-3022) Monday through Friday from 7 AM to 6 PM) to ask questions. The call is free. If you just don't want to be in the program, call this number and tell the customer service representative that you want to "opt-out" of the Disease Management Program. You can always call back if you change your mind.

